

Important – Eligibility to be considered for a concealed leak remission requires all criteria listed below to be met:

- ☐ The leak occurred in the pipe work servicing the property to the initial connection point of the dwelling or building.
- ☐ The Property Owner had no reasonable knowledge of the leak's immediate existence, as the leak was difficult to locate with little or no visual evidence of the leak.
- ☐ The leak was not within a dwelling or building on the property, or the result of vandalism or a leak in a private Offline Water Main.
- ☐ The property on which the leak has occurred has not have been subject to development excavation or construction within the previous six (6) months
- ☐ The leak was repaired within one (1) month of identification/notification of the leak.
- ☐ Original documented evidence from a plumber is attached i.e. plumber's invoice or plumber's report showing that the leak has been repaired.
- ☐ A financial adjustment for the property has not been given in the previous three (3) years.
- ☐ This application has been made within three (3) months of the leak being repaired by a licensed plumber.

Section 1 - Applicant Details

Name: _____

Date: _____

Address: _____

Postcode: _____

Telephone: _____ **Mobile:** _____

Email: _____

☐ **Eligible Concession Card Holder**

(Place ✓ in appropriate box)

☐ **Not-For-Profit Organisation**

(Please provide appropriate documentation supporting Not-for-Profit Status)

Section 6 – Water Meters

The location and type of water meter differs across the Charters Towers Regional Council area.

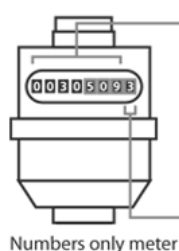
Water meters are above, at, or below ground level with a plastic or metal lid marked 'water meter'. Your water meter is usually located towards the front of your property, near either the left or right boundary.

If you are unable to locate your water meter, please contact Council on 4761 5300 or email mail@charters Towers.qld.gov.au.

Every house has its own individual water meter. In duplexes, group or strata titled properties, there may be only one meter servicing some or all of the dwellings. Your water meter registers all water used at your property and is read by Charters Towers Regional Council. The water you use is shown as water consumption on your water account or summary.

How to read your water meter

There are a range of different meters in use, but with each model the black numbers register kilolitres (kL) (these are used for billing) and the red numbers register litres.

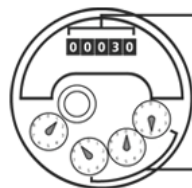


Numbers only meter

- 1 Day one, record all numbers that you see here. Note the time of day.
- 2 Day two, repeat step 1. Conduct this reading at the same time as you did reading on day one.
- 3 Subtract the numbers recorded on day one from day two. This is your household's daily water usage.

Please note, if there are four red digits on the water meter, the last digit (on the far right) is a tenth of a litre. In these instances, do not record the last red digit.

or



Numbers and clock meter

- 1 Day one, record all numbers that you see here. Secondly, record numbers found here. Record the first three red dial numbers in a clockwise direction, that is, right to left. Note the time of day. Both steps should provide you with a number similar to the diagram example 00030509.
- 2 Day two, repeat step one. Conduct this reading at the same time as you did reading on day one.
- 3 Subtract the numbers recorded on day one from day two. This is your household's daily water usage.